Online Complaint Filing

Complainant Information

Name Bridget Ilene Delaney
Perfered Contact Method Email
EMail kagomeshuko@yahoo.com
Cell Phone (337) 502-9459

Address 131 Louie St
Lake Charles, LA 70601
Property Owner true

Complaint Filed Against

Name Charlotte Ford

Company Hope Field Construction

EMailAddress cford@hopeconstruction.org

Phone (337) 304-9963

Address 3821 Mars Street

Sulphur, LA 70665

Complaint Details

Date Filed 04/12/2024

Project Type Residential

Project Value 1,171,567.00

Incident Date 02/14/2024

Location Address 131 Louie St

Location City, St Zip Lake Charles, LA 70601

Issue This project should have cost me no more than $171,567. I have paid Charlotte Ford of Hope Field Construction (or Hope Construction) $202,021. Also, she NEVER finished repairing my house after the 2020 Hurricanes Laura and Delta. I have no hot water and no heat. My kitchen is completely unfinished. My sun room, guest room, office, and 2nd bathroom are completely unfinished. She promised me that my house would be fully ADA accessible which it is not. She

promised me that all doors and passageways would be at least 36" wide since I am disabled and I have disabled friends. The door to my bathroom doesn't even fit my transport chair and that is smaller than a normal wheelchair. I hate the sink she chose to put in the bathroom as I had no say. She didn't hook up my walkin tub correctly. I keep finding more incomplete and very sloppy work. I can't say exactly what it is that is all unfinished because there are so many unfinished rooms and items that as I go to use them, I keep finding more things that are wrong. She never fixed my gates and fences and I know insurance allowed for that. She did not paint the colors that I chose and continually lied to me that it would be only one more week before I was able to move into my house. I have not seen a lot of my property that she claims she kept. I have the documentation of all my payments, most of the text messages from her, the Facebook messages (though these are not all on the document). She refuses, and I mean absolutely REFUSES to give me receipts and spreadsheets for the work done (I'm pretty sure she doesn't have them). She caused me to use up ALL of myavings on keeping myself housed. She caused me lots of emotional distress with the fact that she made me constantly worry about keeping myself safe and housed. She has taken advantage of disabled person (physically, not mentally). That's against the law. Misappropriation of funds like she has done is against the law. According to Louisiana, Charlotte Ford is responsible for paying for a new contractor to fix my house the way I wanted it rather than her going rogue. I would understand if the project had gone up to $181,567 since I asked for some extras, but not $202,021. I wish I could tell you EVERYTHING that is wrong, but there's just so much and it is difficult for me to look and also difficult for me to type on this Chromebook. I have private videos on YouTube and photos.

Here is the law, straight from Louisiana law:
https://legis.la.gov/legis/Law.aspx?d=508538&fbclid=IwAR271Y7RG1197EPYlI8B80o_r9fXTXQaPBxgNPouLbm7sP5L-ssgLtyDR3M_aem_AWdxeomwO6-cVrbq9ZuGKDlXDAZINPSwOWm8yYuA1ezoa99RCUSM5oGZ-txSg2ZokX_rDF7v7_E1k1tBV56QeHhM#:~:text=(4)%20When%20the%20misappropriation%20or,fifty%20thousand%20dollars%2C%20or%20both

D. In addition to the penalties provided by the provisions of this Section, a person convicted of residential contractor fraud shall be ordered to make full restitution to the victim and any other person who has suffered a financial loss as a result of the offense. For the purposes of this Subsection, restitution to the victim shall include the cost of repairing work fraudulently performed by the contractor and the cost of completing work for which the contractor was paid but did not complete.

(So, work, emotional distress from sometime in March 2023 to sometime April 2024 when I was finally allowed to move back into my house, emotional distress for the reasons of her not completing my house and letting me move in and not making my house ADA accessible "in every way" like promised.)

And then she also belong in jail. (4) When the misappropriation or intentional taking amounts to a value of twenty-five thousand dollars or more, the offender shall be imprisoned at hard labor for not more than twenty years, or may be fined not more than fifty thousand dollars, or both.

Documents

File Name	Summary
45-21040015-0 Report and Photos.pdf	Estimates - from contractor
BRIDGET DELANEY ADDITIONAL REPAIRS ESTIMATE 10-10-23 (1).pdf	Estimates - from contractor
BRIDGET DELANEY ADDITONAL ESTIMATE COST NOT INCLUDED IN ORIGINAL ESTIMATE 8-11-21.pdf	Estimates - from contractor
xm8 - $162,936.75 bldg, $8,629.83 apst.pdf	Estimates from Liberty Mutual
Checks and payments to Charlotte and other insurance stuff.pdf	Payments to Charlotte Ford - checks, CashApp, Venmo, Facebook Pay